

Diane Monchusap

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EDUCATION

UNIVERSITY OF CALIFORNIA, IRVINE, Donald Bren School of Information and Computer Sciences
B.S. Informatics, Organizations & Information Technology emphasis

Expected June 2017
GPA: 3.50

WORK EXPERIENCE

ADP, LLC – INNOVATION CENTER – ADDED VALUE SERVICES (AVS) DIVISION

Pasadena, CA

Product Management Intern, Client Experience

June 2016 – Present

- Translated business and design requirements into user stories for an 8-member full-stack Scrum team developing the Smartcompliance platform; monitor, validate, and accept stories for releases
- Owned all responsibilities for a third-party access feature including conceptualizing, conducting research, gathering requirements and planning development work for the Smartcompliance team
- Conducted client and associate research to define an initiative to improve the accuracy of an EFT system by over \$10 million annually
- Communicated and documented product status and dependencies and collaborated cross-functionally with other product teams, UX/Design team, engineers, and other business units across ADP to meet business requirements and facilitate product development
- Defined roadmap, KPIs, risks, estimates, resource requirements, and decomposed work for platform FY17 initiatives; reprioritized and groomed accordingly to focus on delivering optimal customer value and delight based on client feedback
- Developed dashboards melding Google Analytics with business warehouse data to define metrics to monitor client engagement

PIPELINE VR

Irvine, CA

Project Manager, Front-End Developer

January 2016 – June 2016

- Partnered with virtual reality startup PipelineVR to develop e-commerce VR/AR marketplace for Senior Design Capstone
- Conducted weekly stakeholder meetings to develop product vision, refine requirements, and define the project's roadmap
- Operated as TargetProcess3 admin to track features, user stories, bugs, and manage development team throughout the course of 2 week sprints modeled after agile development methodology
- Worked with user experience designer to implement front-end framework and components with Bootstrap, HTML5, and CSS3; collaborated with back-end team to move towards full-stack integration for the application

GLIDEWELL DENTAL LABORATORIES – IT OPERATIONS

Irvine, CA

IT Support Analyst I

September 2015 – June 2016

- Create, diagnose, analyze, and resolve over 100 tickets per week regarding internal network, PC hardware, and application issues; escalate appropriately to 2nd or 3rd level teams when necessary and assist with ticket resolution as liaison between escalation teams and end users
- Configure, deploy, administer, and audit Cisco phone profiles and hardware via Cisco Unified Communications Manager
- Provisioned Active Directory permissions during weekly new hire process for an average of 15 hires per week; regularly audited AD records
- Administered e-mail accounts with Exchange Management Shell; developed working knowledge of Powershell

GLIDEWELL DENTAL LABORATORIES – IT OPERATIONS

Irvine, CA

IT Support Analyst Intern

June 2015 – September 2015

- Assisted IT Centralized Support team in streamlining Single Point of Contact (SPoC) model for facilitating end-user ticket resolution through phone and desktop support
- Attained proficiency providing support to various proprietary applications (Glidewell Office, Glidewell Customer Manager, DL Plus, etc.)
- Collaborated with eight-member Centralized IT Support Analyst team to achieve goal of 70% first contact user issue resolution rate

LEADERSHIP

SOCIETY FOR THE PROMOTION OF JAPANESE ANIMATION (SPJA)

Gaming Department Manager

Santa Ana, CA

November 2016 - present

UC IRVINE INFORMATICS

Student Assistant

Irvine, CA

September 2016 - present

FIGHTING GAMERS @ UCI (FG@UCI)

Content Manager

Irvine, CA

June 2016 - present

UCI ANTEATER BAND

Student Manager

Irvine, CA

January 2014 – present

SKILLS & TOOLS

• Project & Product Management – Agile, Scrum, Waterfall • Rally • Confluence • Docker • Champion of user voice • User Testing – A/B, Usability, Prototypes, Mockups • User Research – Journey Map, Client Interviews • User Engagement – NPS, Retention/Drop-off, Opinion Lab • Data-driven decision maker – Google Analytics, Tableau, Splunk • HTML, CSS, JavaScript • Java, Python • Adobe Photoshop, Lightroom • Microsoft Office Suite, Microsoft Project • Team player • Mentorship • Can translate technical details to a non-technical audience • Advocate of atomic design & style guide • Can adapt quickly to new environments and skills • Ability to say 'no' •